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Re: Responding to Hartley/Sullivan/Orr complaints

Mike Cirian to: Sonya Pennock, Steve Wharton

06/21/2010 12:42 PM

Cc: Bill Murray, Carol Campbell, Martin Hestmark, Ted Linnert, Victor Ketellapper

Hello Sonya,

I am on a call right now with Ms. Campbell, Victor, and HQ but you, me and Steve Wharton are supposed to address a question (we create) for Caroline Levine. I will call you when, I am off this call and bring you up to speed.

Thanks,
Mike

Responding to Hartley/Sullivan/Orr complaints

Responding to Hartley/Sullivan/Orr complaints

Sonya Pennock to: Victor Ketellapper, Bill Murray, Ted Linnert,
Mike Cirian

06/21/2010 12:31 PM

Cc: Carol Campbell, Martin Hestmark

We need to get a system for managing the complaints/questions of these folks. On Thursday Bill and I are going to try to come up with a plan to at least control how we handle these folks' ongoing demands.

Here is an approach we might try:

I will ask one of my SEEs (Jane Koewing) to compile an electronic library of our responses to Hartley/Sullivan/Orr/Rios' questions. Also, I'd like to keep a record of the documents that we have supplied them. Please email her and copy me with any electronic responses we have sent to their questions/complaints. Also please supply a list of documents that we have provided each of them (Does Linda have such a list?). If you have only paper copy, send a copy to Jane and she will scan it. I'd like us to have a record in one place of what questions/complaints we have already answered in writing. This will require that we be very disciplined henceforth in our management of their complaints so that there is an electronic record of every response to questions/concerns.

They continue to send us long email strings full of insults without a clear request for information or a complaint. At this point, I would suggest that we not respond to those long strings. We should make it clear that there will be no response to this type of communication.

Make clear that we will not respond to phone calls at all. Neither will we respond to correspondence that contains insults or other rude language.

If we get phone calls or email complaints, please ask them to submit a letter clearly synthesizing their concern/complaint including supporting factual documentation. They should mail or email this to us (They can send it to me). We will decide what will warrant a review and response. All responses will be placed in the electronic library.

If we have already responded to an issue and have reviewed its accuracy, I'd suggest we make it clear

that we will have no more to say on that issue.

What do you think? Will this work?

Sonya Pennock
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